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Contact Centre Association of Zimbabwe

Profile downloaded on 22 Sep 2018

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Contact Centre Association of Zimbabwe is a non-profit making body focused on uniting the Zimbabwe call/ contact centre, customer service industry, professionals, its people and growing its standards to global excellence by being the first point of contact in Zimbabwe.

Founding

CCAZ was founded in 2010 to cater for contact centre, customer service professionals and companies. The idea of its formation was motivated by other networking groups in first world countries and a few African countries which had yielded tremendous growth in the call centre industry and connect contact centre and customer services professional with international recruitment agencies and academic professional boards.

When CCAZ was officially launched in 2011 there were only about 100 contact centres in Zimbabwe. Partnered with the ministry of Information and Communication Technology CCAZ's goal is to create at least 500 contact centres and over 5 million jobs.

Service Excellence Awards

CCAZ hosts the Service Excellence Awards annually. The awards are given out to recognise, promote and reward organisations excelling in customer service across all sectors. The association has adapted the use of diverse methods which are mystery shopping, questionnaires, the National Customer Satisfaction Index report and online voting to come up with nominees for the awards ceremony. A team of adjudicators finally sits down and comes up with the winning list.